

Your Rights & Responsibilities

You are entitled to:

- ⇒ Be treated with consideration and respect;
- ⇒ Have your services provided in a safe environment;
- ⇒ Participate in the planning of your service & treatment;
- ⇒ Request a change of case manager or therapist;
- ⇒ Receive interpreter services as needed free of charge. Family members will not be expected to interpret or provide an interpreter;
- ⇒ Receive services that are sensitive to cultural differences, religious preferences, sexual orientation, or disabilities.

If you are receiving Mental Health Services through Medi-Cal, you are entitled to:

- ⇒ Choose your therapist, when possible. A list of providers is available by calling 530-886-1860.
- ⇒ Request a second opinion to determine medical necessity for services.

You have the responsibility to:

- ⇒ Exhibit considerate & respectful behavior to staff & providers;
- ⇒ Respect the rights, property, and environment of all staff, providers, and other clients;
- ⇒ Provide complete, accurate information;
- ⇒ Keep appointments on time and if unable to do so, notify the service provider;
- ⇒ Pay for services if required.



Our Service Approach

In order to provide the best possible services, our staff will work together with you to meet your needs.



Privacy

We will respect your right to privacy. In order to provide your services, we may share information as needed within our agency. However, we will request your written permission to share information with outside agencies.

*Placer County Adult System of Care
Mental Health Services*

101 Cirby Hills Drive
Roseville, CA 95678
916-787-8800

*Placer County
Health &
Human Services
Adult System of
Care*

Mental Health Services Brochure



To request mental health services call:

Toll Free: 1-888-886-5401

OR

916-787-8860

Mental Health Services Available



The following is a list of Mental Health Services available through Adult System of Care. All Mental Health Services are “needs-based” and some services have income eligibility requirements.

- * Assessment of individual needs
- * Mental Health Support Services
- * Mental Health Crisis Response
- * Psychiatric Medication Services
- * Support groups for current clients
- * Housing Assistance
- * Welcome Center

Obtaining Services

If you are a current client, most Mental Health

Services can be obtained by contacting your current Service Coordinator. If you are new or a returning client you can request services by calling 1-888-886-5401 (toll free) or 916-787-8860.

Problem Resolution

If you are dissatisfied with your service, you can file a grievance/appeal at any time. The grievance/appeal forms are located in the Cirby Hills and Dewitt clinic waiting rooms. After you have exhausted all internal County procedures for a grievance/appeal, you may file for a State Fair Hearing. You will not be subject to any penalty or discrimination for filing a grievance/complaint and you have the right to appeal the decision.

- You are encouraged to discuss issues regarding your services directly with your service provider.
- If you cannot resolve the issue through your service provider, you should ask to speak to his/her supervisor or program manager.
- To file a formal grievance/appeal form, the forms are located in the Cirby Hills lobby or you can obtain one at: www.placer.ca.gov/adultservices/forms

Medi-Cal State “Fair Hearings”

- If you have received a denial, reduction, or termination of Medi-Cal Mental Health Services you have the right to file for a State Fair Hearing within 10-days of the decision from the problem resolution process, this will keep services in place.
- Information on how to file for a State Hearing is available on the *Notice of Action* form that should be sent to you when denied or a change to coverage occurs. If you have not received a form with these instructions, please call the Managed Care Unit or the Placer County Patients’ Rights Advocate.

Status of Complaints

To find out the status of your grievance/appeal, please call the Placer County Quality Improvement Coordinator at 530-886-1853.